

Claims:

1. A system for managing a rental property, said system comprising:

a tenant system associated with a tenant residing at the rental property, said tenant system coupled to a network;

an owner system associated with an owner of the rental property, said owner system coupled to said network;

a plurality of provider systems coupled to said network, each of said provider systems associated with a provider configured to provide goods or services to said tenant and/or said rental property;

a property management system coupled to said network and configured to communicate with said tenant system, said owner system, and said plurality of provider systems over said network;

said property management system configured to coordinate an income stream from said tenant to said owner, said income stream having a first component and a second component, wherein said first component of said income stream is derived from a rental obligation of said tenant, and said second component of said income stream is derived from said property management system's coordination of said plurality of providers in response to a request received from said tenant system.

2. The system of claim 1, wherein said second component of said income stream is greater than said first component of said income stream.

3. The system of claim 1, wherein the fraction of said first component to said second component of said income stream is less than approximately 0.5.

4. The system of claim 1, wherein the fraction of said first component to said second component of said income stream is approximately zero.
5. The system of claim 1, wherein said property management system includes a tenant repair request module.
6. The system of claim 1, wherein said tenant repair request module is configured to:

receive, over said network, an electronic repair request from said tenant system;

send, over said network, a receipt confirmation to said tenant system reflecting the receipt of said repair request;

coordinate, over said network, with said plurality of providers to schedule initiation of a service responsive to said repair request;

send, over said network, a completion confirmation to said tenant system reflecting completion of said service.
7. The system of claim 6, further including a handheld wireless device configured to allow one of said providers to transmit said completion confirmation to said property management system.
8. The system of claim 6, wherein said tenant repair request module communicates with a materials inventory system.
9. The system of claim 6, wherein said tenant repair request module is configured to communicate with an accounting system.
10. The system of claim 6, wherein said tenant repair request module is configured to communicate with a performance metrics module.

11. The system of claim 5, wherein said tenant repair request module includes a tactical display component configured to display map features, the location of service personnel, and the location of at least one of said rental properties.
12. The system of claim 5, wherein said tenant repair request module includes a GPS-enabled phone component.
13. The system of claim 5, wherein said tenant repair request module includes an automated work-order assignment component.
14. The system of claim 13, wherein said automated work-order assignment component is configured to provide a heuristic weighting system wherein each work order is assigned a weight value, and that weight value has a static and a dynamic component.
15. The system of claim 1, wherein said property management system includes a tenant concierge services module.
16. The system of claim 1, wherein said property management system includes an administrative module accessible over said network by said owner, said administrative module including at least one of: a preventative maintenance module, an inspections module, a purchase order module, an inventory module, a tenant communications module, and a third party property information module.
17. The system of claim 1, wherein said property management system includes a brokerage services module.
18. The system of claim 1, wherein said network is a packet-switched network.
19. The system of claim 18, wherein said network is the Internet.

20. The system of claim 1, wherein said tenant system includes an Internet browser and said property management system includes a world-wide web service configured to communicate with said tenant system via Hypertext Transport Protocol.

21. A method for managing a rental property, said method comprising the steps of:

providing a tenant system associated with a tenant residing at the rental property, said tenant system configured to communicate with an owner system and a provider system over a network, wherein said owner system is associated with an owner of the rental property, and said provider system is associated with a provider configured to provide goods or services to said tenant and/or said rental property;

providing a property management system coupled to said network and configured to communicate with said tenant system, said owner system, and said plurality of provider systems over said network;

coordinating an income stream from said tenant to said owner, said income stream having a first component and a second component, wherein said first component of said income stream is derived from a rental obligation of said tenant, and said second component of said income stream is derived from said property management system's coordination of said plurality of providers in response to a request received from said tenant system.

22. The method of claim 21, wherein said step of coordinating an income stream includes provision of said second component such that said second component is greater than said first component of said income stream.

23. The method of claim 21, wherein said step of coordinating an income stream includes provision of said second component such that the fraction of said first component to said second component of said income stream is less than approximately 0.5.

24. The method of claim 21, wherein said step of coordinating an income stream includes provision of said second component such that the fraction of said first component to said second component of said income stream is approximately zero.

25. The method of claim 21, wherein said step of providing a property management system includes providing a tenant repair request module configured to:

receive, over said network, an electronic repair request from said tenant system;

send, over said network, a receipt confirmation to said tenant system reflecting the receipt of said repair request;

coordinate, over said network, with said plurality of providers to schedule initiation of a service responsive to said repair request; and

send, over said network, a completion confirmation to said tenant system reflecting completion of said service.

26. The system of claim 25, wherein said tenant repair request module includes a tactical display component configured to display map features, the location of service personnel, and the location of at least one of said rental properties.

27. The system of claim 25, wherein said tenant repair request module includes a GPS-enabled phone component.

28. The system of claim 25, wherein said tenant repair request module includes an automated work-order assignment component.

29. The system of claim 28, wherein said automated work-order assignment component is configured to provide a heuristic weighting system wherein each work order is assigned a weight value, and that weight value has a static and a dynamic component.

30. The method of claim 25, further including the step of providing a handheld wireless device configured to allow one of said providers to transmit said completion confirmation to said property management system.

31. The method of claim 25, wherein said tenant repair request module communicates with a materials inventory system.

32. The method of claim 25, wherein said tenant repair request module communicates with an accounting system.

33. The method of claim 25, wherein said tenant repair request communicates with a performance metrics module.

34. The method of claim 25, wherein said property management system includes a tenant concierge services module.

35. The method of claim 25, wherein said property management system includes an administrative module accessible over said network by said owner, said administrative module including at least one of: a preventative maintenance module, an inspections module, a purchase order module, an inventory module, a tenant communications module, and a third party property information module.

36. The method of claim 25, wherein said property management system includes a brokerage services module.

37. The method of claim 25, wherein said network is a packet-switched network.

38. The system of claim 37, wherein said network is the Internet.

39. The system of claim 1, wherein said tenant system includes an Internet browser and said property management system includes a world-wide web service configured to communicate with said tenant system via Hypertext Transport Protocol:

40. A property management platform for managing a rental property having an owner and a tenant associated therewith, said platform comprising:

a server configured to communicate over a network with the owner, the tenant, and a plurality of providers configured to provide goods or services to the tenant and/or the rental property;

a database operatively coupled to said server;

a software suite configured to coordinate an income stream from the tenant to the owner, said income stream having a first component and a second component, wherein said first component of said income stream is derived from a rental obligation of the tenant, and said second component of said income stream is derived from the coordination of said plurality of providers in response to a request received from the tenant.

41. The system of claim 40, wherein said second component of said income stream is greater than said first component of said income stream.

42. The system of claim 40, wherein the fraction of said first component to said second component of said income stream is less than approximately 0.5.

43. The system of claim 40, wherein the fraction of said first component to said second component of said income stream is approximately zero.

44. The system of claim 40, wherein said software suite includes a tenant repair request module.

45. The system of claim 40, wherein said software suite includes a tenant concierge services module.

46. The system of claim 40, wherein said software suite includes an administrative module accessible over said network by said owner, said administrative module including at least one of: a preventative maintenance module, an inspections module, a purchase order module, an inventory module, a tenant communications module, and a third party property information module.

47. The system of claim 40, wherein said software suite includes a brokerage services module.

48. The system of claim 40, wherein said software suite interfaces with an accounting database.

49. A computer-implemented method of managing a rental property having an owner, a tenant, and a plurality of third-person providers associated therewith, said method comprising the steps of:

defining a set of value drivers, wherein each of said value drivers is defined as either a direct value driver or an indirect value driver;

facilitating an income stream from the tenant to the owner, said income stream having a first component and a second component, wherein said first component of said income stream is derived from said direct value drivers, and said second component of said income stream is derived from said indirect value drivers.

50. The method of claim 49, wherein said set of direct value drivers includes rent payment and operating costs, and said indirect value drivers includes a process efficiency metric associated with the coordination of said third-person providers vis-à-vis the property and the tenant.

51. The method of claim 50, wherein said process efficiency metric is increased by providing the tenant with a software module selected from the group consisting of an electronic banking module, an automated work-order module, a tenant concierge module, and an on-line leasing module.

52. The method of claim 50, wherein said set of indirect value drivers further includes a quality control metric.

53. A method of increasing the value of a rental property having an owner and a tenant associated therewith, said method comprising the steps of:

defining a baseline value of the rental property based in part upon a baseline income stream to the owner;

providing a property management platform, said property management platform configured to communicate over a network with the owner, the tenant, and a plurality of providers configured to provide goods or services to the tenant and/or the rental property;

defining an improved income stream from the tenant to the owner based upon an improved income stream, said improved income stream having a first component and a second component, wherein said first component of said income stream is derived from a rental obligation of the tenant; and said second component of said income stream is derived from the coordination, by said property management platform, of said plurality of providers.